

8 determines both a business value (RSBV) of having that resource service  
9 the work item and either a value (RTV) to that resource of servicing the  
10 work item or a value (WTV) to that work item of being serviced by the  
11 resource, and then selects the resource that has a best combined value  
12 of the business value and the value to the resource or work item. --

### IN THE CLAIMS

Amend claims 25 and 26 as follows.

#### Amend claim 25:

1 25. (Amended) An apparatus that performs the method of one of  
2 the claims 1-24.

#### [Amend claim 26:]

1 26. (Amended) A computer-readable medium containing  
2 instructions which, when executed in a computer, cause the computer to  
3 perform the method of one of claims 1-24.

Add the following new claims 27-35 to the application.

1 --27. An apparatus comprising a processor that executes  
2 instructions to effect the method of one of claims 1-24.

1 ~~sub p5~~ 28. An apparatus for selecting a resource for a work item,  
2 comprising;  
3 means for determining available resources that possess skills  
4 needed by the work item;  
5 means for determining, for each of the determined resources, a  
6 business value of having the resource service the work item;  
7 means for determining, for each of the determined resources, a  
8 value to the resource of servicing the work item; and

9 means for selecting a determined resource that has a best  
10 combined value of the business value and the value to the resource, to  
11 serve the work item.

1 29. An apparatus for selecting a resource for a work item,  
2 comprising:

3 means for determining available resources that possess skills  
4 needed by the work item;

5 means for determining, for each of the determined resources, a  
6 business value comprising a sum across all skills of a product of a skill  
7 level of the resource in the skill and a skill weight of the work item for the  
8 skill;

9 means for determining, for each of the determined resources, a  
10 resource treatment value comprising a sum across all resource treatments  
11 of a product of a value of the resource for the resource treatment and a  
12 weight of the work item for the resource treatment; and

13 means for selecting a determined resource that has a best  
14 combined score of its business value and its resource treatment value, to  
15 serve the work item.

1 30. An apparatus for selecting a work item for a resource,  
2 comprising:

3 means for determining available work items that need skills  
4 possessed by the resource;

5 means for determining, for each of the determined work items, a  
6 business value of having the resource service the work item;

7 means for determining, for each of the determined work items, a  
8 value to the work item of being serviced by the resource; and

9 means for selecting a determined work item that has a best  
10 combined value of the business value and the value to the work item to be  
11 served by the resource.

1 31. An apparatus for selecting a work item for a resource,  
2 comprising:  
3 means for determining available work items that need skills  
4 possessed by the resource;  
5 means for determining, for each of the determined work items, a  
6 business value comprising a sum across all skills of a product of a skill  
7 level of the resource in the skill and a skill weight of the work item for the  
8 skill;  
9 means for determining, for each of the determined work items, a  
10 work item treatment value comprising a sum across all work item  
11 treatments of a product of the value of the work item for the work item  
12 treatment and a weight of the work item for the work item treatment; and  
13 means for selecting a determined work item that has a best  
14 combined score of its business value and work item treatment value, to be  
15 served by the resource.

1 32. An arrangement for selecting a resource for a work item,  
2 comprising;  
3 an effector of determining available resources that possess skills  
4 needed by the work item;  
5 an effector of determining, for each of the determined resources, a  
6 business value of having the resource service the work item;  
7 an effector of determining, for each of the determined resources, a  
8 value to the resource of servicing the work item; and  
9 an effector of selecting a determined resource that has a best  
10 combined value of the business value and the value to the resource, to  
11 serve the work item.

1 33. An arrangement for selecting a resource for a work item,  
2 comprising:

an effector of determining available resources that possess skills needed by the work item;

an effector of determining, for each of the determined resources, a business value comprising a sum across all skills of a product of a skill level of the resource in the skill and a skill weight of the work item for the skill;

an effector of determining, for each of the determined resources, a resource treatment value comprising a sum across all resource treatments of a product of a value of the resource for the resource treatment and a weight of the work item for the resource treatment; and

an effector of selecting a determined resource that has a best combined score of its business value and its resource treatment value, to serve the work item

34. An arrangement for selecting a work item for a resource, comprising:

an effector of determining available work items that need skills possessed by the resource;

an effector of determining, for each of the determined work items, a business value of having the resource service the work item;

an effector of determining, for each of the determined work items, a value to the work item of being serviced by the resource; and

an effector of selecting a determined work item that has a best combined value of the business value and the value to the work item to be served by the resource.

35. An arrangement for selecting a work item for a resource, comprising:

an effector of determining available work items that need skills possessed by the resource;

an effector of determining, for each of the determined work items, a

6 business value comprising a sum across all skills of a product of a skill  
7 level of the resource in the skill and a skill weight of the work item for the  
8 skill;  
9 an effector of determining, for each of the determined work items, a  
10 work item treatment value comprising a sum across all work item  
11 treatments of a product of the value of the work item for the work item  
12 treatment and a weight of the work item for the work item treatment; and  
13 an effector of selecting a determined work item that has a best  
14 combined score of its business value and work item treatment value, to be  
15 served by the resource.--

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### Remarks

Claims 1-27 were pending in the application. Claims 25 and 26 are amended. Claims 27-35 are added. Thus, claims 1-35 are now pending.

### Objection to the Specification/Abstract

In this, the first Action in the case, the Examiner pointed out that the Abstract exceeds 150 words. In response, applicant has amended the Abstract to reduce its length to no more than 150 words. Withdrawal of the objection to the Abstract is therefore respectfully requested.

### Objection to claims 25 and 26

The Examiner objected to claims 25 and 26 as being in improper format for incorporating method claims 1-24 into an apparatus and a device claim. This objection is respectfully traversed.

It is perfectly acceptable to make reference in one type of claim (e.g., apparatus or device) to a another type of claim (e.g., method). See,